

Monday, June 1, 2026 at 2:43:18 PM Eastern Daylight Time

Subject: FW: Thank You / Follow Up on Nox 9 Replacement
Date: Tuesday, May 19, 2026 at 10:11:40 PM Eastern Daylight Time
From: Jay
To: Jake

See below [REDACTED]

From: Michael J [REDACTED]
Date: Tuesday, May 19, 2026 at 5:13 PM
To: Todd [REDACTED] <todd@jacob-grey.com>
Cc: Hampton [REDACTED] <hampton@jacob-grey.com>, Jay <jay@jacob-grey.com>
Subject: Re: Thank You / Follow Up on Nox 9 Replacement

Todd,

Thank you again for your time yesterday and for working toward resolving the issues with my Nox 9. I do appreciate the replacement firearm being sent out and the effort you personally put into handling the situation.

I also want to clarify something from my previous email because I think my wording may have come across differently than I intended.

When I mentioned “near cost,” I was referring to a discounted/dealer-style price — not literally asking you to lose money or sell me a firearm at your actual cost with no profit. Everyone in business is entitled to make money. We are all in business to make a profit, not operate as non-profits. My intention was simply to ask whether there was an opportunity for a strong customer accommodation pricing-wise after the experience I’ve had so far.

I also want to be very clear that I never threatened to trash Jacob Grey online or weaponize any “2011 circle” against the company. That is not who I am and not how I conduct myself. What I said was the opposite — that I genuinely want to become an advocate for the brand because I truly do like the firearm and what your company is building.

I think that part may have been misunderstood, and I wanted to clear that up directly.

I appreciate you standing behind the product and helping get this corrected. I look forward to receiving the replacement and the updated comp/barrel setup once the revised versions are completed.

Thank you again,
Michael

Sent from my iPhone

Michael Jamal

On May 19, 2026, at 5:04 PM, Todd  <todd@jacob-grey.com> wrote:

Michael,

Thanks for reaching out, I'm glad we could show you that we care about our customers and the goal is always to make sure when you purchase a firearm from us, we execute and provide proper customer service and deliver on the product you have invested in.

Your gun shop is sending me back the firearm today and I'm in turn sending out a new firearm to you either today or tomorrow and it will arrive within one day of it getting on the shipping truck. I see in your message you are anticipating the gun to have a comp that is not at an angle and that is not what we discussed yesterday. Per our conversation yesterday, we agreed that I would send you a new firearm and the comp would look the same until I get the current comps that are moving through the system finished and coated, then I will be sure to mail you a barrel comp combo and we will get it swapped out for you no problem, I will need 4-6 weeks, but you are welcome to shoot as many rounds as you want through the current barrel as I want to do our best to make sure you are having fun with the firearm at the range.

We've already gone above and beyond to take care of you, and I spent a significant amount of time with you yesterday making sure everything was addressed the right way.

Coming back the next day and asking for a near-cost firearm so you can get a "significant discount — potentially even near cost —" is not something I'm going to entertain. That approach is disrespectful—to me, to my team, and to the business that stands behind what we build.

We take care of our customers when there's an issue—that's part of doing things the right way. But trying to leverage that into thousands of dollars in discounts on another firearm crosses the line from resolution into exploitation. As it seems like if I don't comply you will go to your 2011 circle or the internet and speak differently than what you said in your email about your relationship with Jacob Grey.

If you're genuinely interested in a Hex Pro, I'm willing to offer a fair and professional price through our dealer network. But I will not sell a firearm at or near cost. That's not how we operate, and it's not a reasonable ask.

At the end of the day, this company supports 28 people and their families. I'm not going to undermine that because of pressure or tactics like this.

If you'd like to move forward in a professional way, I'm happy to do so. If not, I think we're done here.

Have a great afternoon,

Todd

Todd Neice

President

Office: 803.490.7925



todd@jacob-grey.com

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<image001.jpg>

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From: Michael Jamal <mjamal612@gmail.com>

Date: Tuesday, May 19, 2026 at 10:56 AM

To: Todd Neice <todd@jacob-grey.com>

Subject: Thank You / Follow Up on Nox 9 Replacement

Hi Todd,

I wanted to thank you again for taking the time to speak with me yesterday and for personally working toward a resolution regarding the issues with my new Nox 9. I genuinely appreciate the professionalism, transparency, and willingness to help make this situation right.

I did want to follow up and ask when my FFL should expect to receive the shipping label to send the original firearm back, as well as what the current estimated timeline is for the replacement firearm to ship back out once the new barrel and compensator assembly are completed.


Despite the issues and frustration surrounding this experience, I still absolutely love the platform and what Jacob Grey is building. That is exactly why I wanted to work through this instead of simply walking away from the firearm entirely.

I also wanted to ask something a little separate from the current situation. After looking more into the Hex Pro, I've become very interested in one as well. I am not asking for a free firearm by any means, but I wanted to ask whether there would be any possibility of purchasing a Hex Pro at some type of significant discount — potentially even near cost — considering everything surrounding this experience.

I truly believe in the Jacob Grey platform and brand, and if this situation is handled the right way, you will absolutely gain a Jacob Grey advocate and long-term customer for life. I am very active in the firearms community, especially within the high-end 2011 market, and I genuinely want to be able to speak positively about both the product and the company moving forward.

Thank you again for your time and help, and I look forward to hearing back from you.

Best regards,

Michael J 

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Regards,

Michael J 